Poor Occupancy of Ist class seats in Air India

1402. MISS MABEL REBELLO: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that most of the time the 1st class seats on Air India go empty or unoccupied; and

(b) if so, what steps are being taken to attract the passengers?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) The load on first class mainly depends on season, frequency, competitors and market practice.

(b) Air India is continuously monitoring the first class passenger loads and devising new schemes and introducing market initiatives to attract this segment of high yield traffic. The details are as under:—

(i) Companion free scheme; (ii) Special airport lounges which offer fax, telephone and TV facilities; (iii) In-flight amenities at par with international standards; (iv) Wide seleciton of Music on board; (v) Choice of English and Hindi feature films (vi) facility of advance seat reservation; (vii) Limousine service for Airport Transfers (except in Japan); (viii) Tele check-in for first class passenger; (ix) Special Sky Bazar offer to facilitate shopping in comfort and style on Board all at bargain prices; (x) The Maharajah club and the Leading Edge club which entitles members to additional facilities.

Improvement of Indian Airlines in-flight service

1403. SHRI V. P. DURAISAMY: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that Government have received a large number of complaints on the poor quality in-flight service offered in the Indian Airlines flights; and

(b) if so, the action taken by Govenment to improve the quality of Indian Airlines, in-flight service to that of international standards?

THE MINISTER OF CIVIL AVIATION (SHRI ANANTH KUMAR): (a) Indian Airlines does occasionally receive complaints from the passengers regarding Inflight Service due to diverse tastes of the passengers coming from different States and Regions.

(b) In order to strengthen the service levels the Indian Airlines has recently formed a new Inflight Service Department wherein Cabin and Catering Services have been brought under the control of a single authority. This has enabled better monitoring and smoother functioning of Inflight Services. Any negative feed-back is attended to prompty and corrective measures are initiated without delay.

भारतीय विमानपत्तन प्राधिकरण में शिकायत प्रकोष्ठ

1404. **श्री गोविन्दराम मिरीः** क्या नागर विमानन मंत्री यह बताने की कृपा करेंगे किः

(क) क्या यात्रियों की शिकायतों की सुनवाई के लिए भारतीय विमानपत्तन प्राधिकरण के साथ-साथ उनके मंत्रालय में भी कोई एकक कार्यरत है;

(ख) यदि हां, तो तत्संबंधी ब्यौरा क्या है और इसके कार्य क्या हैं;

(ग) क्या इन एककों ने 1997 और 1998 के दौरान यात्रियों की शिकायत दूर करने हेतु कोई अनुवर्ती कार्यवाही की है; और

(घ) यदि हां, तो तत्संबंधी ब्यौरा क्या है?

नागर विमानन मंत्री (श्री अनंत कुमार): (क) से (घ) इस मंत्रालय में इस के नियंत्रणाधीन भारतीय विमानपत्तन प्राधिकरण तथा अन्य संगठनों से संबंधित लोक शिकायत के मामलों की जांच-पड़ताल करने के संबंध में एक लोक शिकायत कक्ष संयुक्त सचिव की अध्यक्षता में कार्य कर रहा है जिनके पद को शिकायत अधिकारी के रूप में पद नामित किया गया है। जब भी इस कक्ष में कोई शिकायत संबन्धी मामला प्राप्त होता है